Black Screen/Snowy Screen Troubleshooting

Coaxial
Component
Composite
HDMI

Coaxial

** If you are getting a black screen but are able to access the guide information, please call Technical Support at 1-800-480-0080 for further assistance.

1. Ensure that the TV is turned on and has power.
2. Ensure that the Set Top Box (Entone) has power to it and is hooked up to the television.
3. Verify the type of cabling used to connect the Set Top Box (STB) to the television.

   o Coaxial Cable – straight black cable that has a screw on the end of it. It will connect to the back of the STB and TV.

   ![Coaxial Cable Image]

   Fig. 1

- If the Set Top Box is using a coaxial cable and there is a separate box at each television, the television needs to be on Channel 3 or Channel 4.

![Set Top Box Image]

   Fig. 2

- If the Set Top Box is using a coaxial cable and there is only one main box that operates 3 televisions, the television needs to be on Channel 10, 23, or 39.

![Set Top Box Image with Time Display]
If you are unable to get a picture on the television or the remote will not work, please call Technical Support at 1-800-480-0080.

**Component**

**If you are getting black screen but are able to access the guide information, please call Technical Support at 1-800-480-0080 for further assistance.**

1. Ensure that the TV is turned on and has power.
2. Ensure that the Set Top Box (Entone) has power to it and is hooked up to the television.
3. Verify the type of cabling used to connect the Set Top Box to the television.
   - Component – 5 cables consisting of 1 green, 1 blue, 1 yellow, and 2 red.

4. At this point, we will need to get the remote that works on the television. The original manufacture remote control for the television is always preferred. However, the remote that Consolidated provided you may also be programmed to the television. If using a remote control that Consolidated provided, make sure the remote is in TV mode by pressing the TV button at the top of the remote.
5. If the Set Top Box is using Component cables, press **Source** or **Input** until the television shows a Component Input. Some TVs may have multiple of these inputs, so be sure to cycle through all if you see no picture on the first one.

If you are unable to get a picture on the television or the remote will not work, please call Technical Support at 1-800-480-0080.

**Composite**

**If you are getting black screen but are able to access the guide information, please call Technical Support at 1-800-480-0080 for further assistance.**

1. Ensure that the TV is turned on and has power.
2. Ensure that the Set Top Box (Entone) has power to it and is hooked up to the television.
3. Verify the type of cabling used to connect the Set Top Box to the television.
   - Composite – 3 cables consisting of 1 red, 1 yellow, 1 white.
4. At this point, we will need to get the remote that works on the television. The original manufacturer remote control for the television is always preferred. However, the remote that Consolidated provided you may also be programmed to the television. If using a remote control that Consolidated provided, make sure the remote is in TV mode by pressing the TV button at the top of the remote.

5. If the Set Top Box is using Composite cables, press the **Source** or **Input** until the television shows AV or Video input. There can be multiple AV or Video inputs so be sure to check them all.

If you are unable to get a picture on the television or the remote will not work, please call Technical Support at 1-800-480-0080.

**HDMI**

** If you are getting black screen but are able to access the guide information, please call Technical Support at 1-800-480-0080 for further assistance.

1. Ensure that the TV is turned on and has power.
2. Ensure that the Set Top Box (Entone) has power to it and is hooked up to the television.
3. Verify the type of cabling used to connect the Set Top Box to the television.
   
   - HDMI – 1 straight black cable that connects the Set Top Box to the television that just plugs in (does not screw in)

4. At this point, we will need to get the remote that works on the television. The original remote control for the television is always preferred. However, the remote that Consolidated provided you may also be programmed to the television which could also be used. If using a remote control that Consolidated provided, make sure the remote is in TV mode by pressing the TV button at the top of the remote.
If the Set Top Box is using HDMI cabling, press the **Source** or **Input** button on the remote until the TV shows HDMI. If the television has multiple HDMI inputs, press the **Input** button on the remote until the television has cycled through all the HDMI inputs.

If you are unable to get a picture on the television or the remote will not work, please call Technical Support at 1-800-480-0080.

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